

System for parental/carers complaints about adult conduct within mASCot groups.

1. Parent raises issue. The initial point of contact must listen carefully and seek to understand the full details of what has happened, avoiding asking any leading questions. They must take detailed notes of this and any subsequent conversations. It is useful to establish what happened, if there were any witnesses and what outcome the complainant is seeking.
2. The initial point of contact must then immediately establish an agreed written account - either by asking the parent to put the concerns in writing, or by emailing the parent with a write up of the conversation seeking any amendments. We must not at this stage, seek to justify or respond, we are gathering information.
3. The agreed written account should then be passed to the designated safeguarding officer, who will take the decision about whether outside agencies need to be informed. If outside agency referral is necessary, the initial written account should form the substance of the report.
4. The subject of the complaint should immediately be informed and a proportionate level of detail provided to them. If the subject of the complaint runs any of the mASCot groups they must not have any contact with the complainant or if the complaint is regarding any behaviour towards children then they are to have no contact with any mASCot children until the matter is resolved.
5. Upon completion of the internal review, or referral to outside agencies, the complainant must be informed.

Complaints Form

This form is designed to ensure that all complaints are handled fairly, confidentially, and promptly.

Your Details:

Name:

Phone Number:

Email:

Who the complaint is about:

Name:

Club or Group involved:

Date of incident:

Nature of Complaint

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Person(s) Involved

Any Further Information

For Official use

Complaint Received By:

Date Received:

Action taken:
